Statement

Details of steps taken by MTNL

- MTNL has planned to expand Cellular Mobile Network by one million each in Delhi and Mumbai in 2007-08. Purchase Order has already been placed for 750K lines each for Delhi and Mumbai. Installation of the network has started.
- Early 300 Base Transceiver Stations (BTS) each in Delhi and Mumbai is planned to improve coverage and capacity.
- MTNL plans to commission convergent billing and CRM in the 4th quarter of 2007-08. This system provides one bill for all Services to a Subscriber. The system will also address customer request of services, tariff, complaint resolution etc.
- MTNL is providing a lot of Value Added Services for both Public Switched Telephone Network (PSTN) and mobile subscribers like news, songs, astrology, e-ticketing, SMS, voice SMS, Internet, broadband, Internet Protocol Television (IPTV) etc.
- New Tarriff Plans both in landline and cellular based Public Call Office (PCO) are launched to retain PCO holders and attract new PCO franchisees.
- MTNL is also taking care of its customers by opening Sanchar Haat, customer service centre, appointment of Dealers and Agent and special care of Corporate Customers.
- MTNL is reviewing its tariff for various products and services so as to make them customer friendly and to suit various segment of the society.
- MTNL has recently launched Voice over Ineternet Protocol (VOIP) services to provide ISD calls at lower tariffs.
- MTNL has introduced Broadband services w.e.f. 14.1.2005. 4.95 lakhs broadband connections are working as on 31.10.2007. MTNL plans to provide 8 lakhs lines additional capacity of broadband network in 2007-08.
- MTNL has launched IPTV services in both in Delhi and Mumbai. It will help stop the churn of landline subscribers and provide enhanced video services to the customers.
- Improving the legacy PSTN network by change of cables, drop wire etc. as required.
- Bringing Delhi and Mumbai under 95 dialing facility (local call).

Delay in delivery of letters

1815. SHRI TARIQ ANWAR: Will the Minister of COMMUNICATIONS AND INFORMATION TECHNOLOGY be pleased to state:

(a) whether Government is aware that the letters sent through Post and Telegraph Department are not reaching in time;

(b) if so, the average time taken to reach the letter at its destination, State-wise; and

(c) the steps Government would take in ensuring that the letter should reach at the earliest?

THE MINISTER OF STATE IN THE MINISTRY OF COMMUNICATIONS AND INFORMATION TECHNOLOGY (DR. SHAKEEL AHMAD): (a) and (b) No, Sir. There may be stray cases of delay, the number of which is negligible compared to the traffic handled by the Department. Department of Posts has fixed norms for delivery of mail across the country, and has widely circulated the norms for information of the public.

(c) Bringing improvement in transmission and delivery of mail is a continuous process. Following action has been taken from time to time, to improve transmission and delivery of mails:

(i) Regular monitoring of mail routing and delivery by posting Test Letters and Trail Cards.

(ii) Progressive mechanization of delivery by providing mopeds to postmen for delivery work in outlying areas of big cities.

(iii) Rationalization/restructuring of delivery with a view to deploy adequate manpower in the expanding urban conglomerations.

(iv) Surprise checks on the delivery of mails by the supervisory staff and officers.

(v) Live Mail Survey at regular intervals both in rural and urban areas to identify weak links and streamline the mail transmission and delivery system.

(vi) Regular co-ordination meetings with Airlines, Railways and State Road Transport Authorities to sort out problems relating to transmission of Mails.

(vii) Encouraging pre-sorting of mail by the bulk mailers by providing discount in postage as an incentive, and appropriate pricing to attract more customers.

(viii) Educating the customers on installation of mailboxes on the ground floor of multi-storeyed buildings.

(ix) Preparation of triplicate registered lists in the destination mail offices for bulk mailers to reduce the load on the delivery post office and to speed up delivery of such mail.

(x) To cope up with the seasonal mail, separate centres with adequate manpower are opened to ensure expeditious handling of such mail.

(xi) Innovative use of Pin Codes.

(xii) Dedicated delivery staff are engaged in a large number of offices exclusively for Speed Post delivery.

(xiii) Introduction of a freighter aircraft for conveyance of mail in the North East Region.

Investment by BSNL

1816. SHRIMATI N.P. DURGA: Will the Minister of COMMUNICATIONS AND INFORMATION TECHNOLOGY be pleased to state:

(a) whether it is true that BSNL is investing Rs. 60,000 crores in the areas of GSM, broadband, Telecom and in other services to become the top most player in this sector by 2010;